

NBN™ Business – Critical Information Summary

NBN™ Business Plans – UNLIMITED DATA (All prices are GST exclusive):

NBN™ Business Plan	Speed (Best Efforts)	Typical Speed Business Hours	Monthly Cost	Activation Fee	Contract Term (Months)	Total Minimum Cost
NBN™ 100	100/40Mbps	90Mbps	\$110	\$250	24	\$2,890
				\$0	36	\$3,960
NBN™ 250	250/100Mbps	240Mbps	\$210	\$250	24	\$5,290
				\$0	36	\$7,560
NBN™ 500	500/200Mbps	450Mbps	\$285	\$250	24	\$7,090
				\$0	36	\$10,260
NBN™ 1000	1000/400Mbps	700Mbps	\$385	\$250	24	\$9,490
				\$0	36	\$13,860

Information about the Service:

NBN™ Business service is a broadband internet service that uses the NBN™ Fibre (FTTP, FTTB, FTTC, FTTN, or HFC) Network to deliver internet connectivity to the Network Boundary Point at your premises.

Minimum Term:

NBN™ Business is supplied on either 24 months or 36 months contract term.

NBN™ Business Plans Includes:

- Unlimited Monthly Data Allowances. Our Acceptable Usage Policy applies
- Static IP included
- \$0 Activation Fee on 36 months contract term. \$250 Activation Fee applies on 24 months contract term
- Business Support – 8:30 am to 5:00 pm Monday to Friday
- Bring your own compatible Network Router or get UnifiedNet™ Managed Router
- All prices are based on exclusive GST

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NBN™ Business Availability:

NBN™ Business is being rolled out and is only available within NBN™ Fibre (FTTP, FTTB, FTTC, FTTN, or HFC) areas.

Please check availability online at www.unifiednet.com.au/nbn-rollout-map or by calling 1300 130 111 or by emailing us your service address to sales@unifiednet.com.au

Typical Business Hours Download Speed:

Typical Business Hours Download Speed is measured between 9 am and 5 pm, Monday to Friday. The actual speeds for the service may be slower and vary due to many factors including but not limited to:

- type/source of content being downloaded,
- hardware and software configuration,
- number of users and performance of interconnecting infrastructure not operated by UnifiedNet™.
- devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

4G Mobile Broadband (MBB) Backup (All prices are GST exclusive):

4G MBB Backup is a mandatory service across all UnifiedNet NBN™ Business plans. In the event your NBN™ service experiences an outage or scheduled maintenance, 4G MBB Backup with automatic failover would provide full 4G speed access across your network.

4G MBB Plan	Small		Medium		Large	
Monthly Charge	\$25		\$50		\$100	
Monthly Data Allowance	25GB		75GB		200GB	
USB Dongle	Included		Included		Included	
Excess Data Charge	\$10 per GB					
Contract Term	24	36	24	36	24	36
Total Minimum Cost	\$600	\$900	\$1,200	\$1,800	\$2,400	\$3,600

Hardware/Device Requirements:

You may use your own router provided it is compatible with our service. Alternatively, you may purchase a UnifiedNet Managed Router/Firewall.

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Managed Router/Firewall Monthly Cost (All prices are GST exclusive):

Managed Router/Firewall is an optional add-on across all NBN™ Business plans. With a UnifiedNet Managed Router, we can proactively monitor and manage your network allowing us to provide a seamless internet experience.

Managed Router/Firewall	Draytek Vigor 2766ac	Draytek Vigor 2866ac	Ubiquiti UDM Pro	Sophos XGS 87W	Cisco Meraki MX64W	Sophos XGS 116W	Cisco Meraki MX68W
Monthly Charge	POA	POA	POA	POA	POA	POA	POA
Device Info/Specs	Click Here	Click Here	Click Here	Click Here	Click Here	Click Here	Click Here
Contract Term	POA	POA	POA	POA	POA	POA	POA
Professional Install Fee	POA	POA	POA	POA	POA	POA	POA

Customer's Equipment and Cabling Requirements:

- Customer's equipment and internal cabling may be required from the network boundary to the MDF (Main Distribution Frame) and from the MDF to the NBN™ NTD (Network Terminating Device) or Modem
- Additional cabling charges and technician visits may apply. These additional fees are not known until after the technician's visit.

Other NBN™ Fees:

An additional one-off \$300 NBN™ New Development charge applies if your premises is identified by NBN™ as being within the site boundary of new development.

Order Withdrawal Fees:

An order withdrawal fee of \$450 applies if the customer withdraws the order after the contract has been signed and submitted by the customer.

Early Termination Fees:

The Early Termination Fees (ETF) apply and are calculated by monthly access and hardware fees multiplied by the number of months remaining on the contract term.

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Billing Charges:

- **Direct Debit:** No payment processing fees.
- **Credit Card Payment Surcharge:** A 1.5% surcharge of the total invoice applies if you choose to pay by credit card.
- **Non-Direct Debit Fee:** \$5.50 non-direct debit fee will be charged each month if you choose not to pay your bill by Direct Debit. This fee will be added onto the next invoice.

Customer Support:

We have an all-Australian-based Customer Support Team who can help you with any Technical Support, Account, Sales, or Other enquiries. Please contact UnifiedNet™ Customer Care on the details below.

UnifiedNet™ Customer Care

Online: www.unifiednet.com.au/contact/support

Phone: 1300 130 111

Email: support@unifiednet.com.au

Our support hours are standard business hours Monday to Friday 8:30 am – 5:30 pm excluding public holidays.

Complaints Handling:

If you have a dispute and wish to make a complaint, please use the contact details below to contact our Compliance Manager.

Attention: Compliance Manager

Email: compliance@unifiednet.com.au

Phone: 1300 130 111

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with our handling of your complaint and you have escalated this to UnifiedNet Compliance Manager, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.